

Team Up. Pressure Down. Diabetes
Community Pharmacy Project
Fact Sheet

Goal: Prevent heart attacks and strokes through improved control of diabetes and blood pressure.

Strategy: Increase medication adherence among patients with diabetes.

Objective: Increase engagement of community pharmacists in the provision of medication-management and self-management support for adults with diabetes.

Activity: Implement the adapted Million Hearts™ *Team Up. Pressure Down. Diabetes* (TUPD DM) materials by community pharmacists for patients with diabetes.

Target Audience: People with diabetes taking medication to control their diabetes and/or blood pressure.

Medication Adherence: Defined as the proportion of days covered (PDC) value of $\geq 80\%$.

Tools and Techniques

Million Hearts™ patient education and pharmacy resource materials:

- Patient resources:
 - Postcard
 - Medication Reminder Sheet
 - Blood Pressure and Medications Journal
 - Medication Tracker Wallet Card
 - Magnet
- Pharmacy resources:
 - *Team Up. Pressure Down.* Fact Sheet
 - Project Overview
 - Messages for Pharmacists
 - Blood Pressure and Diabetes Guide Flyer
 - *Team Up. Pressure Down.* Poster
 - Discussion Tool Pocket Guide
 - DRAW Tool Worksheet

Validated point-of-care tools to assess medication adherence and patient barriers to adherence:

- Adherence Estimator
- ASK-20 Questionnaire
- Beliefs about Medicine Questionnaire (BMQ)

Medication Therapy Management (MTM), which includes the following core elements:

- Comprehensive medication review
 - Identifying medication-related problems (MRP)
 - Appropriateness-Effectiveness-Safety-Adherence (*in that sequence*)
 - Prioritize plan for MRP resolution
- Personal medication record
- Medication-related action plan
- Intervention and/or referral
- Documentation and follow-up

Team Up. Pressure Down. Diabetes
Community Pharmacy Project
Fact Sheet

Opportunities

- Job satisfaction.
- Patient satisfaction.
- Connection with patient during visit. Utilizing the clinical and coaching aspect of pharmacists' role in diabetes care, education, and support. Greater ability to interact with patients who are involved in, concerned about, and taking actions to improve their health.
- Useful, free patient education materials.
- Provides evidence for and reinforces the benefit of sustainable approaches to medication adherence including synchronization, bubble packaging, and auto-refill programs.
- Increase in patient volume in response to strong word-of-mouth impact in community.
- Public health impact with potential for cost-savings and high return-on-investment when providing care to underserved populations with highest health costs, complex medication regimens, and fragmented access to care.

Potential challenges

- Business factors: Staffing, workflow, meeting space, scheduling, and time constraints. Support of upper management and decision makers.
- Patient factors: Perceived need for counseling. Engagement in counseling and use of the education materials. Health literacy and numeracy skills.
- Data factors: PDC does not reflect real-time data due to the time lag. Lacked of an integrated data system. Without documentation capability into a health system or provider's EHR, it is necessary to manually send documentation and referrals.
- Pharmacy factors: Transfer of prescriptions to mail order.

Support from DPHHS

- Free education materials adapted from the Million Hearts™ *Team Up. Pressure Down.* initiative are mailed to your pharmacy for you to use and share with your patients with diabetes. Materials will serve 40 patients with diabetes. Additional copies are available upon request. The project period is approximately 9 months.
- Funding (\$5,000) will support your time spent in reviewing these education materials, any necessary adjustments to business plans and workflows, and reporting deliverables.
 - The first payment will be made for \$2,500.00 upon receipt of the scope of work, 1st deliverable, and invoice due on or before **June 24, 2016**.
 - The second payment will be made for \$2,500.00 upon receipt of the 2nd deliverable and invoice due on or before **March 31, 2017**.
 - Expect payment within 30 days after DPHHS has received these items.
 - Submit deliverables and invoices to:
 - Sarah Brokaw
Montana Diabetes Program
PO Box 202951
Helena, MT 59620-2951
Fax: 406-444-7465
Email: sbrokaw@mt.gov

Team Up. Pressure Down. Diabetes
Community Pharmacy Project
Fact Sheet

Contact information

- Sarah Brokaw, Program Manager, at (406) 444-9154 or sbrokaw@mt.gov.
- Susan Day, Officer Manager and Financial Specialist, at (406) 444-6677 or sday@mt.gov.
- For more information about our program, please visit www.diabetes.mt.gov.